

This listing of claims will replace all prior versions, and listings, of claims in the application:

1 Claim 1 (previously presented): A method of providing customer service to a user of
2 the Internet, the method comprising the steps of:

3 receiving a message, originating from a computer located at a user
4 premise, over the Internet representing a request for a call from a customer service
5 representative, said message including a telephone number corresponding to said user
6 and a telephone number corresponding to at least one customer service representative;
7 and

8 operating, in response to said received message, calling equipment to
9 establish a call between said user and a customer service representative.

1 Claim 2 (previously presented): The method of claim 1, wherein said telephone
2 number corresponding to at least one customer service representative is one of a
3 telephone number of a customer service center and a telephone number of a customer
4 agent.

1 Claim 3 (previously presented): The method of claim 2, further comprising, prior to
2 said step of receiving a message:

3 operating said computer located at a user premise to obtain said telephone
4 number corresponding to at least one customer service representative from a Web
5 page.

1 Claim 4 (previously presented): The method of claim 2, wherein the message from
2 said user further includes desired contact time information.

1 Claim 5 (original): The method of claim 4, wherein the message from said user
2 further includes web page information.

1 Claim 6 (original): The method of claim 3, wherein the message from said user
2 further includes a business identifier.

1 Claim 7 (original): The method of claim 6, wherein the message from said user
2 further includes customer service representative information.

1 Claim 8 (original): The method of claim 1, wherein said conference equipment
2 includes an intelligent peripheral device, and
3 wherein said step of operating calling equipment includes:
4 operating the intelligent peripheral device to initiate a
5 first call to said user using the first telephone number;
6 operating the intelligent peripheral device to initiate a
7 second call to said customer service representative using the second
8 telephone number; and
9 operating the intelligent peripheral device to bridge the
10 first and second calls.

1 Claim 9 (original): The method of claim 1,
2 wherein said calling equipment is a telephone switch, and
3 wherein said step of operating calling equipment includes:
4 operating the telephone switch to initiate a first call to said user using
5 the first telephone number;
6 operating the telephone switch to initiate a second call to said
7 customer service representative using the second telephone number; and
8 operating the telephone switch to bridge the first and second calls.

1 Claim 10 (original): The method of claim 1, further comprising the steps of:
2 assigning, in response to the received message, one of a plurality of
3 customer service representatives to service said user; and

4 sending information associated with said user to a computer system
5 associated with the assigned customer service representative.

1 Claim 11 (original): The method of claim 10, wherein sending information
2 associated with said user includes:
3 transmitting said information over the Internet to the computer system
4 associated with the assigned customer service representative.

1 Claim 12 (original): The method of claim 10, wherein sending information
2 associated with said user includes:
3 transmitting said information over a local area network to the
4 computer system associated with the assigned customer service representative.

1 Claim 13 (original): The method of claim 10, further comprising the step of:
2 receiving sales information from the customer service representative.

1 Claim 14 (original): The method of claim 13, wherein the computer associated with
2 the customer service representative is located at the customer service representative's
3 residence.

1 Claim 15 (original): The method of claim 13, further comprising the step of:
2 supplying, over the Internet, to a computer system associated with said
3 user a web page including a button which can be activated to initiate the transmission
4 of a call request message over the Internet.

1 Claim 16 (previously presented): A method of using a computer coupled to the
2 Internet, the method comprising:

3 operating the computer to retrieve from the Internet a web page
4 including a button which can be activated by a user of the computer to request a call
5 from a customer service representative;

6 operating the computer to display said web page to said user;
7 operating the computer to detect activation of said button by the user;

8 and

9 in response to activation of said button,

10 i. generating a call request message, said call request message
11 including a first telephone number corresponding to said user and a
12 second telephone number corresponding to at least one customer
13 service representative; and

14 ii. transmitting the call request message over the Internet.

1 Claim 17 (previously presented): The method of claim 16,

2 wherein the step of transmitting the call request message is performed
3 as a function of an address information obtained from said web page.

1 Claim 18 (original): The method of claim 17, wherein generating a call request
2 message further includes:

3 incorporating into the call request message, web page information
4 obtained from the web page and desired contact time information.

1 Claim 19 (original): The method of claim 18, wherein generating a call request
2 message further includes:

3 incorporating into the call request message customer service
4 representative information.

1 Claim 20 (original): The method of claim 19, wherein the customer service
2 representative information includes a customer service telephone number.

1 Claim 21 (previously presented): A method of operating telephone equipment, the
2 method comprising the steps of:
3 receiving from a computer system located at a customer premise, a
4 message transmitted using TCP/IP including call set-up information, the set-up
5 information including a telephone number of a customer and a telephone number of a
6 customer service representative,
7 operating the telephone equipment to establish a first call with the
8 customer;
9 operating the telephone equipment to establish a second call with the
10 customer service representative; and
11 bridging the first and second calls.

1 Claim 22 (original): The method of claim 21, wherein the first call is established
2 prior to the second call, the method further comprising the step of:
3 playing the customer a message while establishing the second call.

1 Claims 23-29 (canceled)